CLAIMS

What is claimed is:

1.   A method of controlling an electronic device, the method comprising:

receiving a control message that corresponds to a keypad activation;

providing, responsive to the control message, keypad data corresponding to the keypad activation; and

controlling the electronic device according to the keypad data.

2.   The method of claim 1 wherein the receiving the control message further comprises receiving the control message from one of an application internal to the electronic device and a remote control agent.

3.   The method of claim 1 wherein the providing keypad data further comprises converting the control message to the keypad data.

4.   The method of claim 1 wherein the controlling the electronic device according to the keypad data further comprises obtaining a confirmation from a user of the electronic device prior to the controlling according to the keypad data.

5.   The method of claim 4 wherein the obtaining the confirmation depends on the keypad data.

6.   The method of claim 1 further comprising sending voiced instructions to a remote agent and wherein the control message is received from the remote agent and is responsive to the sending the voiced instructions.

5   7.   The method of claim 6 wherein the control message corresponds to one or more keypad activations that correspond to a conversion of the voiced instructions by the remote agent.

8.   The method of claim 7 wherein the voiced instructions is a request to modify

10   contents of a memory of the electronic device and the control message further corresponds to keypad activations for modifying the contents according to the voiced instructions.

9.   The method of claim 7 wherein the electronic device is a communications unit

15   and the voiced instructions corresponds to one of dialing a number, looking up a number in a phone book associated with the communications unit, and sending a text message.

10.   The method of claim 7 wherein the control message results in a change in one

20   of an operation, a parameter setting, and a database within the electronic device.

11.   A communications unit arranged and constructed for utilizing remote

assistance, the communications unit comprising:

        a transmitter to send a message corresponding to voiced instructions to a

5   remote agent;

        a receiver to receive, responsive to the message, a control message from the

remote agent; and

        a controller, coupled to the transmitter and the receiver, to decode the control

message to obtain and execute control commands that correspond to a conversion of

10   the voiced instructions by the remote agent.

12.   The communications unit of claim 11 further comprising a user interface,

coupled to the controller, for providing the voiced instructions.

15   13.   The communications unit of claim 12 wherein the user interface further

comprises a push to talk button to initiate sending the message.

14.   The communications unit of claim 12 wherein the receiver further receives a

confirmation message from the remote agent when the message has been received and

20   the controller provides an indication of the confirmation message on the user

interface.

15.   The communications unit of claim 12 wherein the controller provides an indication on the user interface when the control message has been received.

16.   The communications unit of claim 12 wherein the controller, prior to

5   executing a portion of the control commands, requests an approval from a user via the user interface.

17.   The communications unit of claim 11 wherein the transmitter sends the message over a voice over Internet protocol packet data connection and the receiver

10   receives the control message over a packet data connection.

18.   The communications unit of claim 11 wherein the control commands when executed by the controller result in a change in one of an operation, a parameter setting, and a database within the communications unit.

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19.   The communications unit of claim 18 wherein the control commands when executed by the controller further result in one of dialing a number, looking up a number in a phone book associated with the communications unit, and sending a text message.

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20.   The communications unit of claim 11 wherein the control message

corresponds to a keypad activation and the controller decodes the control message to

obtain keypad data corresponding to the keypad activation and executes commands

according to the keypad data.

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21.   The communications unit of claim 20 wherein the voiced instructions is one

of a request for modifying contents of a memory, dialing a number, looking up a

number, and sending a text message, and the control message further corresponds to

keypad activations for the one of modifying contents of the memory, dialing the

10   number, looking up the number, and sending the text message according to the voiced

instructions.

22.   A system for controlling a communications unit, the system comprising:

a controller further comprising a processor and a memory;

the processor for interpreting a control message that corresponds to

5   one or more keypad activations to provide keypad data; and

a keypad buffer for storing the keypad data;

wherein the processor executes software instructions stored in the memory to

control the communication unit according to the keypad data.

10   23.   The system of claim 22 wherein the control message is obtained from one of

an application internal to the communications unit and a remote control agent.

24.   The system of claim 22 wherein the processor executes the software

instructions to control the communications unit according to the keypad data after

15   requesting and obtaining a confirmation from a user.

25.   The system of claim 24 wherein the requesting the confirmation from the user

depends on the keypad data.

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26.   The system of claim 22 wherein the processor executing the software instructions results in a change in one of an operation, a parameter setting, and a database within the communications unit.

5   27.   The system of claim 26 wherein the processor executing the software instructions results in one of dialing a number, looking up a number in a phone book associated with the communications unit, and sending a text message.

28.   A system arranged, constructed, and disposed within a communications unit for utilizing remote assistance to control the communication unit, the system comprising:

a user interface for providing a voiced signal corresponding to voiced

5   instructions; and

a controller, coupled to the user interface and further comprising:

a modem for generating a message corresponding to the voiced signal, the message intended for a remote agent and for demodulating a control message provided, responsive to the message, by the remote agent; and

10   a processor, coupled to the modem, to decode the control message to obtain and execute control commands that correspond to a conversion of the voiced instructions by the remote agent.

29.   The system of claim 28 wherein the user interface further comprises a push to

15   talk button to initiate generating the message.

30.   The system of claim 28 wherein the modem demodulates a confirmation message from the remote agent when the message has been received and the processor provides an indication of the confirmation message on the user interface.

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31.   The system of claim 28 wherein the processor provides an indication on the user interface when the control message has been demodulated.

32.   The system of claim 28 wherein the controller, prior to executing a portion of the control commands, requests an approval from a user via the user interface.

33.   The system of claim 28 wherein the control commands when executed by the

5   processor result in a change in one of an operation, a parameter setting, and a database within the communications unit.

34.   The system of claim 33 wherein the control commands when executed by the processor further result in one of dialing a number, looking up a number in a phone

10   book associated with the communications unit, and sending a text message.

35.   The communications unit of claim 28 wherein the control message corresponds to a keypad activation and the processor decodes the control message to obtain keypad data corresponding to the keypad activation and executes commands

15   according to the keypad data.